Volunteer Role Description

<table>
<thead>
<tr>
<th>Role</th>
<th>Volunteer Shop Assistant</th>
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<tbody>
<tr>
<td>Role summary</td>
<td>To help raise funds for the Hospices by helping within our Charity Shops</td>
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<tr>
<td>Team role based in</td>
<td>Trading</td>
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<tr>
<td>Time Commitment</td>
<td>We are looking for you to be willing to commit to either a morning or afternoon shift, once a week. All of our Shops are open Monday – Saturday, the following shops are open on a Sunday – Rayleigh, Southend, Shoebury – Asda</td>
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<tr>
<td>Location</td>
<td>We have shops across Essex – Basildon, Benfleet, Canvey Island, Colchester, Collier Row, Corringham, Dagenham, Grays, Great Baddow, Hadleigh, Hockley, Hornchurch, Leigh, Rayleigh, Rochford Shoebury Asda, Shoebury West Road, South Woodham Ferrers, Southchurch, Southend, Stanford Le Hope, Westcliff and Witham</td>
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| What's in it for you? | • Named Volunteer Coordinator/Shop Manager  
• The opportunity to develop new and existing skills and make a key contribution to the work of the hospices  
• Gaining hands on work experience within a professional organization  
• The chance to be at the heart of your local community, meet new people and be part of an enthusiastic team  
• Regular support / catch ups  
• Agreed out of pocket travel expenses  
• Certificate of Volunteering on request |
<table>
<thead>
<tr>
<th>What will I be doing?</th>
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<tbody>
<tr>
<td>• Assisting customers on the shop floor</td>
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<td>• Serving customers at the till</td>
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<td>• Meeting donors and gaining sign ups to the Gift Aid scheme</td>
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<td>• Sorting/preparing donations ready for shop floor display, which may include steaming</td>
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<td>• Merchandising/rotating stock on the shop floor</td>
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<td>• Supporting any new promotions as they occur</td>
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<td>• Light cleaning duties</td>
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<td>• Undertaking any Mandatory Training which is in line with Havens Hospices policies and guidelines</td>
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<td>• Undertaking any other duties that maybe designated by the Manager in charge</td>
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<tr>
<th>Experience and qualifications</th>
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<tr>
<td>• Reliable, regular and punctual attendance</td>
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<td>• Dependable, interactive communication</td>
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<td>• Flexibility and adaptability when required</td>
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<td>• Promotion of good customer service</td>
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<tr>
<th>What you need to know</th>
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<td>• You will attend an informal interview. If you are successful, we will require</td>
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<td>o two satisfactory references to be returned for you</td>
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<td>o a satisfactory DBS check (police check) for certain roles</td>
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<td>o you to complete some recruitment paperwork</td>
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<tr>
<td>o you to attend an induction session and any additional training relevant to the role</td>
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<td>o you to adhere to all our current policies and procedures</td>
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<td>o you to maintain dependable and regular communication</td>
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<tr>
<td>• Due to the nature of our work and our duty of care to our patients and volunteers, we do have a policy in place around people applying to volunteer, who have experienced a close bereavement. This is looked at on an individual basis and will be discussed at the informal interview</td>
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<tr>
<td>Contact details</td>
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